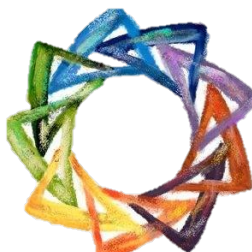




TERMS & CONDITIONS

TOURING CARAVAN & CAMPERVANS

2023/2024



Masterland Leisure Promotions

Terms & Conditions of Stay

For the use of your own caravan or campervan.

These conditions are in accordance with Masterland Farm Site License, set by Pembrokeshire County Council. These terms must be strictly adhered to, any breach of these may result in termination of your booking and immediate evacuation of the pitch, without refund. By booking to stay at Masterland Farm, you agree to follow these conditions.

Please Note: These policies are included but not limited to. Should you have any concerns or questions, please contact the park prior to booking your reservation.

NOT Allowed on park

Masterland Farm does **NOT** allow the use of the following on site; Firepits/ open fires, Non-breathable groundsheets, Gazebos, Pup-tents, Bikes, Tricycles, Scooters, Skateboards, Rollerblades, Waterbombs/ balloons, BB Guns, Water pistols and others of these sorts.

Pitch Instructions

If you book a hard standing pitch, the awning must be erected on the hard standing, not on the grass. Hard standing pitches consist of rolled subbase chippings, rock pegs are advised.

Coronavirus

In accordance with the Welsh Government guidance as an impact of Coronavirus; certain facilities may be modified or unavailable, limited in capacity and subject to limited availability or closure. We have taken enhanced health and safety measures across our park. An inherent risk of exposure to COVID-19 exists in any public place where people are present.

A contact free check-in/out will be available and encouraged for all reservations. Arrival information will be sent by email within 2 days prior to arrival.

Arrivals

- Arrival time is from 2:30pm – 7pm.
- Late arrivals are by pre-arrangement only.
- Contact the park 24 hours prior with your estimated time of arrival.

- Photo ID (Passport or Driving Licence) may be requested by management. Failure to provide proof of age and identification may result in being refused to stay, without refund.
- Pitches are allocated accordingly with your arrival date. We cannot guarantee or reserve a specific pitch, however we will try our best to accommodate requests.
- Early arrivals and late departures can be requested, however must be authorised by park management and are subject to availability. An additional charge of half the days fee, plus extras will apply. For those who arrive early or late without consent, they may be refused to pitch and will be charged accordingly.

Compliance Legislation

In accordance with our site license set by Pembrokeshire County Council the following is required by the lead booker:

- Only one car can park by the unit. This is to ensure that there is the required distance between each unit.
- You must follow the management directives when pitching your unit and related equipment.
- The number of persons, including visitors, must not exceed the manufactures occupancy for which the unit is designed for. For example, a 4 berth caravan can only sleep 4 persons, even with an added awning.
- The total number of users must be clearly stated on booking. Masterland Reserves the right to terminate the hire of the pitch or unit without notice (without refund in case of breach of conditions).

Children

- We value your childrens safety as much as you do, so please ensure they are supervised at all times whilst staying at Masterland Farm.
- A recreation area is provided and parents are asked to ensure that their children use this space and do not allow them to play around the livestock, flower beds/ trees, car parks, facility blocks or other holiday units.
- Children are under no circumstances allowed to play or have ball games on the roads. Ball games must be played in the recreational area only.
- Users are **NOT** allowed to use the following on park for their safety and to avoid being a nuisance to other park guests; Bikes, Tricycles, Scooters, Skateboards, Roller-Blades, Water bombs/ balloons, BB Guns, Water pistols and others of these sorts.

- Paddling pools are by arrangement with site management only, with which a water fee of £5 will be charged per paddling pool/ refill to the lead booker.
- Children are not allowed inside or around the Camping Pods; this is an adult only area for the pod users.
- Please also ensure that your children are well behaved and considerable towards other guests.

Day visitors & Other park users.

- Day Visitors are welcome at no extra charge, however they must be pre-arranged with park management. A car registration and occupancy must be provided by the lead booker.
- Please inform visitors, especially if they have children, of the park rules.
- Unfortunately, visitors' dogs are not allowed on park.
- Visitors must vacate by 10pm.
- The pods are situated in a separate enclosure, for the purposes of other pod guests, no children or visitors are permitted to enter the pod field. If you have friends or family staying in a pod, you are not allowed to gather by their unit. This is for privacy and to avoid nuisance for the other pod users.
- Parties (including barbecues) within your unit are not allowed; except for small gatherings of no more than six persons staying on this park, and to be terminated no later than 10pm.
- Management has the right to terminate any gathering should they believe it is causing nuisance to other guests.
- Visitors cars must be parked in the carpark, not by your pitch. An overflow car park is available please ask if required.

Departure

- Checkout time is 10:30am on the scheduled morning of departure.

Dogs

- Dogs must be kept on leads and supervised at all times. If let off in the enclosed areas, this is done at your own risk.
- Maximum of two dogs per unit. Second Dog charged at £2 per night.
- Dogs are allowed be walked to, from and within the dog walking areas only. Please ensure that your dog is not walked amongst other caravans on park.
- Dispose of any dog mess straight away by using your own doggy bags, then discarding in the wastage bins provided.

- Owners need to ensure that their dog gets enough water and should not leave them un-attended in the caravan, especially on hot days. Please note that caravans and canvas units can rapidly heat up similarly to a car.
- Dogs are not allowed in the accommodation units (Camping Pods) neither in the washing, shower or WC blocks.
- Guide dogs are allowed on site free of charge.

Important: There are sheep and other animals amongst the farm which graze in the surrounding fields; In accordance with the Dogs (Protection of Livestock Act. 1953), the farmer has the right to act on the offending dog if seen worrying the livestock.

Electric & Appliances

- Hook-ups are rated at 10amp, they are self-assistance should the electric trip. Should the electric fail after 3 attempts, please contact us for assistance.
- Should you notice an issue with the provided electric, likewise should you find any faulty equipment on park, please contact us immediately rather than attempting to rectify the problem yourself.

Facilities

- The shower & WC facilities are provided for everyone to use, please respect these areas and keep tidy.
- Please do not misuse the facilities.
- We work hard to ensure the facilities are kept clean, if you notice any spillages, blockages or hygiene concerns, please report it immediately.
- Public facilities are non smoking.
- Unattended items or belongings left behind will be disposed of or placed in the lost property. Masterland Farm will not be held responsible for any lost items. Please enquire should you need assistance.

Farm & Livestock

- Please note that the farm animals are sectioned away from park guests to prevent any harm or annoyance to both the animals and individuals.
- No guests are allowed to go into the site work-shop, on the private lanes leading towards the farmland, or behind the private houses to view the animals. These areas are strictly private and no-one is permitted in/ around them.
- Do not feed or pet any of the farm animals, including our donkey. We must forewarn guests that farm animals may kick or bite.

- Please take caution on site as we are a working farm and live machinery (i.e. tractors) may be in operation.
- Please note that we introduced 'Masterland Farm Apiary' in 2019. This is a honey bee yard located on property, away from the camping grounds. Although the bees should be no nuisance to our guests, we must state that we are in a countryside setting and if you or any member of the booking suffers from anaphylactic shock to carry your correct dosage of medication, such as an adrenaline injector as a bee sting can be life-threatening.
- If any dogs are found amongst the livestock and causing worry, the farmer has a right to act on the dogs in accordance with the Dogs (Protection of Livestock) Act) 1953. We request to keep pets and yourselves away from the fields, this is private land and used for silage and grazing.

General

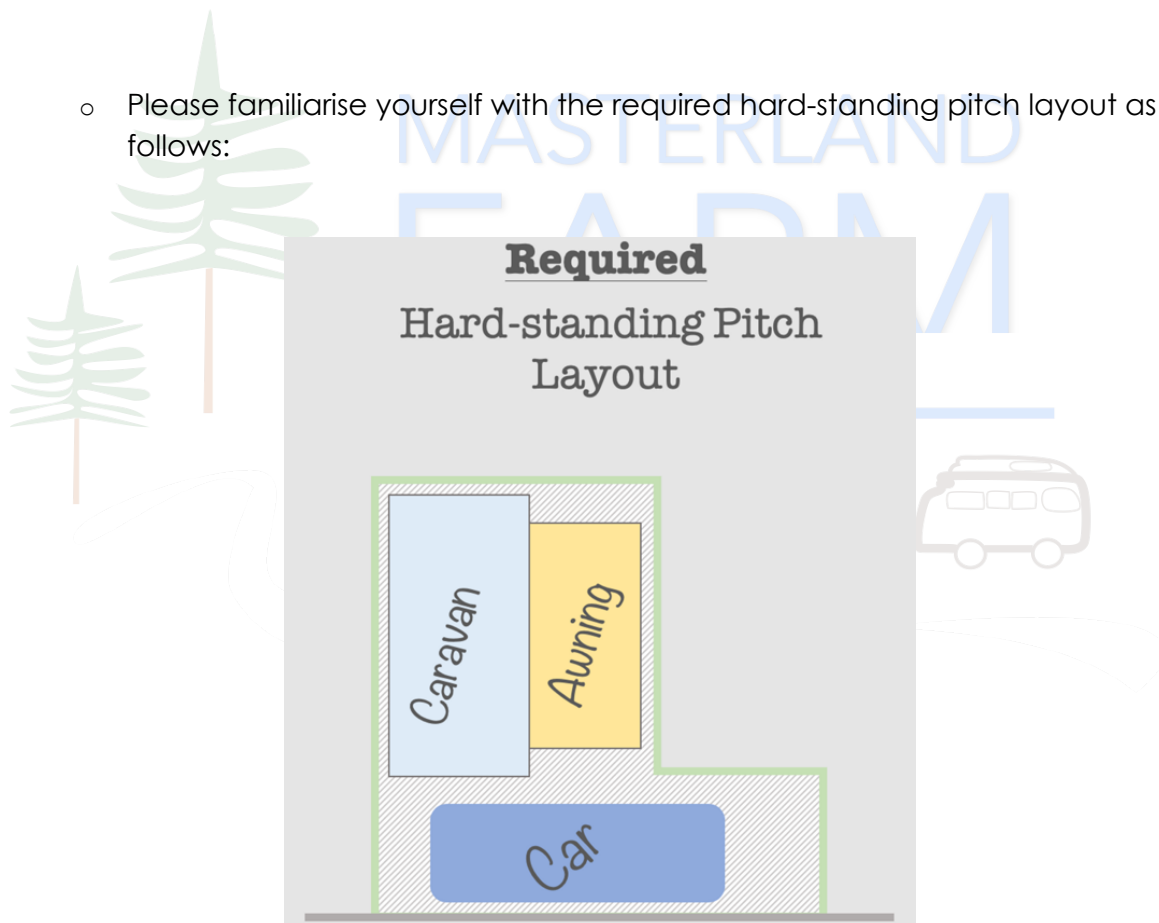
- At least one of the party members must be aged 18 or over. Under 16s must be accompanied by their parents or legal guardians.
- Non-breathable ground sheets, gazebos and pup-tents are **NOT** permitted.
- Please be mindful of other park users.
- Minimum night stay varies. During the high season this may be increased and stated at time of booking. Some exceptions apply.
- Maximum of four persons per caravan, campervan or tent.
- We remind clients that our brochure/ promotional material is prepared some months in advance of the season and we reserve the right to amend details without prior notice.
- We're sorry but we cannot be held responsible for incorrect information on external websites, so please always check our website. If you spot any out-of-date information, please let us know and we can contact the source to update.
- In the event of a complaint, please address a member of the team immediately rather than corresponding with other guests. Complaints which are not brought to the management's attention during your stay cannot be dealt with once you have departed.
- Any deliberate damage caused as a result of your stay will result in a charge. This includes damage to grassed areas and property.
- Discount cards and gift vouchers cannot be applied to bookings made via third party booking sites.
- Guests are advised to bring a good quality torch with them as parts of the site are unlit.
- Cars and caravans can be washed on site with permission of the park management, please note an extra water fee of £5 per car/ caravan will be payable upfront.
- Continental touring caravans (caravans built with the door on the right hand side) are not permitted. Please enquire should you have a twin-axle caravan.

Group bookings

- At the discretion of the management. Please enquire before booking.
- Our park has been designed with small families and couples at mind, we do not accept bookings from same sex parties, including hen and stag groups.

Pitch Requirements

- If you book a hard-standing pitch the awning must be erected on the hardstanding not on the grass. Under no circumstances is your car to be parked on the grassed area by your unit.
- Your pitch will be assigned by the park team.
- Please familiarise yourself with the required hard-standing pitch layout as follows:



Recycling points

- There are two main waste stations on the park, please refer to the map provided (in the confirmation email or on check-in) for the locations. Please dispose your rubbish at these points, for larger items and electrical appliances please ask for assistance.

Safety & Emergencies

- **NO** open fires or firepits.
- We allow the use of Barbecues, but these must be raised off the ground and attended by an adult at all times. We can supply cooking bricks if needed (free of charge). Please ensure that hot sauce-pans and utensils are not left on grass areas to cause damage and burn the ground.
- **NO** firearms to be stored in your unit.
- Strictly no drug use. Should there be any suspicion or reports of drug use whilst staying on our park, this may result in immediate dismissal without refund and contact with the local authorities. A cleaning fee will be issued accordingly.
- No smoking inside the facility blocks, it is against the law and will result in you being charged a cleaning fee. Please be mindful when smoking outside, especially if done so nearby to other guests. Vaping is allowed on the understanding you are mindful of your surroundings.
- Management has the right to conduct occupancy checks and inspections of your unit, throughout your stay to ensure you are not overloading or misusing.
- Masterland reserves the right to terminate the tenancy of undesirable or unruly characters.
- Please report any incidents, including injuries, at the earliest convenience so this can be logged. Should you require attention from the parks first aider please call us on [01834 813298](tel:01834813298).
- Please inform a member of the team immediately if you require any of the emergency services. This can be done using the emergency phone located outside reception with phone instructions displayed on the door, or by calling the team on [01834 813298](tel:01834813298).
- In case of a fire, sound the closest alarm and notify a member of the team immediately. The alarms are located at the shower & WC blocks. The closest emergency phone is located at reception. Extinguishers are located inside the pod enclosure and around the facilities, for emergency use only.

Surrounding Grass & Trees

- The grass area surrounding your unit should be kept clean and in a presentable manner (e.g. no litter or belongings left outside or around your unit).
- If you have children, please ensure that they do not damage the trees or hedges etc.

Noise & Nuisance

- Musical instruments, televisions & radios etc. should be used with consideration for other guests during the day and after 10pm we request no noise which might cause annoyance to others.
- Car doors and boots should be closed quietly.
- Quiet hours must be respected between 10pm and 7am.

Payments, Cancellations & Refunds

- £30.00 non-refundable deposit (per unit, per week) is required, with the option to pay in full on booking.
- Full payment required 4 weeks (28 days) prior to your stay, or if the arrival date is sooner than 4 weeks then the full balance will be taken immediately.
- No refunds within 4 weeks (28 days) of arrival date. If you need to cancel or amend your booking, please give as much notice as possible so that someone else has the chance to book. You may wish to buy holiday insurance for cancellations and for your property and injury whilst away.
- "No Show" bookings will be held for 24 hours, after this period the management reserves the right to re-let the pitch.
- No refunds or discounts for inclement weather, late arrivals or early departures.
- Bookings are nominative and non-transferable.

Your Vehicle

- One car is permitted on pitch. If you book a second car this must be parked in the car park.
- Motorbike(s) can be brought instead of the car(s) included.
- Any additional cars are by arrangement with management only and must be clarified at time of booking your pitch. The first car is free of charge, second cars are charged at £3 per night. The lead booker/ caravan owner will be liable to pay the fee.
- Short term visitors and pre-arranged additional overnight cars must park in the visitors carpark, not by your pitch or on the grass.
- To avoid overcrowding and damage, large vehicles and vans must be parked in the overflow car parks.
- Bollard posts are to be kept clear at all times. This is for emergency access purposes.
- There is no reason for users to drive on grassed areas around the site. Please be mindful and avoid causing mess to the grass.
- There is a maximum speed of 10mph on park. Please be cautious of children and drive with care.

- Masterland Farm will not tolerate any drink drivers on site, any guests caught may be prosecuted by the local authorities.
- Commercial vehicles (vehicles used for work-related purposes, carrying goods or farepaying passengers) and sign-written vehicles are not permitted on site.
- Visitors cars that are not registered at reception may be wheel locked by site management for security reasons.

Your Unit & Belongings

- Please note that if another user gets injured (i.e. falls over) in result of your equipment (solar lights, fairy-lights, wind-breakers), you could be held liable for a personal injury claim.
- No dustbins or rubbish containers to be used outside the unit.
Adequate refuse facilities are provided. This will prevent unwanted smells or pests.

Disclaimer

- The management does not accept responsibility for the loss, damage or injury to any person or their property whilst on their premises. The management shall not be liable for any loss, damage or theft from or to a vehicle.
- Masterland shall not be liable in the event that accommodation or advertised facilities or amenities are not available due to circumstances beyond their control.

Coronavirus Booking Policy

It is important to us that you can book with confidence.

Bookings made direct (via our website, phone or email) are fully flexible if your stay cannot go ahead because of a local lockdown, imposed on us as a campsite. We will offer to reschedule your booking to a later date, up to the end of the 2024 season.

If you are required to change the date of your break, the cost may increase and you will be required to pay the outstanding balance at least 28 days before the arrival date, or if the date is sooner the payment will be upfront. If the new holiday cost is less, it will be deducted from the amount payable and in the circumstance that the balance has already been paid, we will issue a credit voucher for any over payment. Date changes are subject to availability.

Standard deposit and payment terms apply.

Should Masterland Farm have to cancel and reschedule bookings because COVID-19 restrictions, we kindly request that customers wait to hear from us as we work through reservations on the system and requests.

Thank you for understanding and agreeing to the parks terms and conditions. We look forward to welcoming you soon.

Your Sincerely,

Kevin Bonser

The Proprietor

Molly Robins

General Manager

Please don't forget to like/follow us on Facebook and Instagram.

@MasterlandFarm

Masterland Leisure Promotions

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